

# Part-Time Police Desk Attendant

**Salary:** \$15.00 – \$20.00 per hour

**Hours:** May vary up to 1,400 hours per year\*

A **Part-Time Police Desk Attendant**, upon application, should have the following training and experience:

1. Graduation from High School or equivalent
2. Prefer recent law enforcement experience
3. Recent experience using CLEMIS and CLEAR systems preferred
4. A valid Michigan motor vehicle operator's permit

**GENERAL STATEMENT OF DUTIES:** A **Part-Time Police Desk Attendant** provides the first point of contact for the general public to make requests for service, make inquiries and voice concerns. A Police Desk Attendant is supervised by the on-duty Command Officer and will perform non-criminal administrative activities at Police Headquarters, receive 911 emergency telephone calls, answer calls from the public, receive walk-in complaints, operate computers, monitor TV cameras, and perform related duties assigned. Many of the contacts are of a sensitive, stressful and confidential nature, and the successful candidate must be able to remain calm in emergency or stressful situations.

**Part-Time Police Desk Attendants** are expected to carry out their individual responsibilities with initiative and independence while exercising sound professional judgment and problem-solving skills.

**TYPICAL EXAMPLES OF WORK:** A **Part-Time Police Desk Attendant** may be called upon to do any or all of the following (These examples do not include all of the tasks which the employee may be expected to perform):

Receive and relay telephone and walk-in information to ensure police services effectively handle crimes, medical emergencies, accidents, and all other types of concerns/issues referred to the Department.

Receive and communicate concise information to the general public to answer questions and provide responses regarding police procedures and activities.

Perform a variety of tasks related to the security, custody, processing and searching of prisoners including assisting in booking operations, as required.

Receive complaints over the phone.

Perform LEIN and CLEMIS checks at the request of on-scene police officers or other authorized personnel regarding driving and criminal records, wants and warrants, and vehicle registration information.

Prepare complete, legible, and concise incident and administrative reports.

Collect currency and issue receipts for bond, sex offender registration and towing impound fees.

Perform additional duties of an administrative nature to support the efficient operation of the Department.

Perform related Police Department duties as assigned.

## **QUALIFICATIONS FOR EMPLOYMENT:**

Ability to professionally and effectively communicate with city officials, law enforcement officers, and the general public in all situations.

Ability to understand and carry out oral and written instructions, and to communicate effectively.

Ability to prepare accurate reports and records.

Ability to function effectively under stress and in emergency situations.

Ability to read and obey departmental rules.

Knowledge of Royal Oak's geography, including street locations, the street numbering system, and location of known landmarks.

Skill in the use of various office tools and equipment, including personal computer including word processing and spreadsheet software, copy machine and fax machine.

The Human Resources Department must receive a completed City of Royal Oak *employment application* **no later than: No Deadline. Process open until Filled.**

Application packets are available online at [www.romi.gov/jobs](http://www.romi.gov/jobs) or  
in the Human Resources Office at City Hall, 211 S Williams St, Royal Oak, MI 48067

*\*For a new hire, where based on the facts and circumstances at their start date, it cannot be determined that the employee is (a) reasonably expected to be employed on average at least 30 hours per week (or 130 hours per month), or (b) the employee is expected to work at least 30 hours per week (or 130 hours per month) initially, but the period of employment at more than 30 hours per week (or 130 hours per month) is reasonably expected to be limited, and the employer cannot determine that the employee will work on average at least 30 hours per week (or 130 hours per month) over the initial measurement period City of Royal Oak will use the adopted Initial Measurement Period to determine full-time status for the subsequent Stability Period. **Employees in this position are not reasonably expected to work over 30 hours per week over the Initial Measurement Period.***